



April 22, 2016  
Via ECFS

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Public Service  
Commission

ACN Communication Services, LLC  
1000 Progress Place  
Concord, NC 28025-2449

FRN: 0004-3283-40

Secretary, Federal Communications Commission  
Washington, DC 20554  
ATTN: Wireline Competition Bureau

Dear Madam Secretary:

Enclosed please find the Application to Discontinue Services submitted on behalf of ACN Communication Services, LLC ("Company"). Specifically, the Company is seeking approval to discontinue certain operator services in certain portions of its service territory. This filing is made pursuant to Section 214(a) of the Communication Act of 1934, as amended, and 47 C.F.R. §63.71.

A copy of this Application has been sent to the affected state Governors and Public Service / Utility Commissions as provided in Exhibit B.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to sthomas@tminc.com. Thank you for your assistance in this matter.

Sincerely,

/s/ Sharon Thomas

Sharon Thomas  
Consultant to ACN Communication Services, LLC

cc: Service List (via US Mail)  
Secretary of Defense, Pentagon (via US Mail)  
Rodney McDowell, FCC (via Email)  
file: ACN Comm Serv - FCC - Other  
tms: FCx1602

Enclosure  
ST/sp

Before the  
**FEDERAL COMMUNICATIONS COMMISSION**  
Washington, D.C. 20554

In the Matter of )  
Section 63.71 Application of )  
ACN Communication Services, LLC )  
to Discontinue Services )

File No. \_\_\_\_\_

**Section 63.71 Application of ACN Communication Services, LLC**

ACN Communication Services, LLC ("ACN"<sup>1</sup> or "Applicant"), hereby seek authorization pursuant to Section 214 (a) of the Communication Act of 1934, as amended, and 47 C.F.R. §63.71, to discontinue offering certain operator services in certain portions of its service territory in the United States.

Applicant is considered a non-dominant telecommunications carrier with respect to all of its services, including those affected by the proposed discontinuance.

ACN provides the following information pursuant to Section 63.71 of the Commission's rules:

1. *Name and address of Carrier*

ACN Communication Services, LLC  
1000 Progress Place  
Concord, NC 28025-2449

Correspondence concerning this Application should be sent to:

Sharon Thomas  
Consultant to ACN Communication Services, LLC  
Technologies Management, Inc.  
2600 Maitland Center Parkway, Suite 300  
Maitland, FL 32751  
Telephone: 407-740-3031  
Facsimile: 407-740-0613  
E-Mail: [sthomas@tninc.com](mailto:sthomas@tninc.com)

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<sup>1</sup> ACN recently underwent an entity conversion, resulting in a name change from ACN Communication Services, Inc. to ACN Communication Services, LLC. It continues to operate as ACN Communication Services, Inc. in the state of Tennessee, pending approval of its name change in that state.

2. *Date of Planned Service Discontinuance, Reduction or Impairment:*

ACN proposes to discontinue the operator services that are the subject of this Application on or after June 4, 2016, pending the Commission's approval of the discontinuance. As explained below, because ACN relies on its underlying carrier, AT&T, to provide the services to its retail customers, it will not be able to provide the services once AT&T discontinues its wholesale offering of these services. AT&T has received approval to discontinue its wholesale offering of the services on or after June 4, 2016,<sup>2</sup>

3. *Points of Geographic Areas of Service Affected:*

Applicant proposes to discontinue the provision of the operator services in all service areas where AT&T serves as the incumbent local exchange carrier where ACN offers retail local exchange service. This includes service areas in the states of:

Alabama	Kansas	North Carolina
Arkansas	Kentucky	Ohio
California	Louisiana	Oklahoma
Florida	Michigan	South Carolina
Georgia	Mississippi	Tennessee
Illinois	Missouri	Texas
Indiana	Nevada	Wisconsin

4. *Brief Description of Types of Service Affected:*

Applicant proposes to discontinue the following Operator Services:

1. **Collect Calling** - a billing arrangement by which the charge for an operator assistance call may be reversed (charged to the called station) provided the charge is accepted at the called station.

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<sup>2</sup> Section 63.71 Application of AT&T, Docket No. 16-13; WCB File No. 1274.

2. **Person-to-Person Calling** - a service where the person originating an operator assistance call specifies to the Company operator a particular person to be reached, a particular mobile service point to be reached through a Mobile Telephone Service attendant, or particular PBX service point, department, or office to be reached.
3. **Billed to Third Party** - a billing arrangement by which an operator assistance call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated.
4. **Busy Line Verification (BLV)** - allows an operator to establish a "talking" connection to an apparently busy station line to determine if the station line is in working order.
5. **Busy Line Interruption (BLI)** - allows an operator to interrupt a voice conversation in progress on a line to advise the interrupted subscriber that the interrupting party has a need to reach the subscriber.
6. **International Directory Assistance** - allows customers to obtain telephone numbers for international locations where such information is available.

ACN proposes to discontinue these services because it will no longer be able to offer them on a retail basis once AT&T discontinues its wholesale offerings. ACN operates by purchasing underlying network elements and wholesale services from ILECs, including operator services. There is no viable alternative that would enable ACN to continue to offer the operator services to its retail customers once AT&T discontinues the services.

End users who want to continue to use certain of the alternative billing arrangements that will be discontinued can obtain comparable services from other wireline interexchange carriers. Equal access and toll presubscription continues to be available, therefore, customers can reach their preferred primary IXC operator by dialing 00, or can reach a different IXC using widely available dial around services such as 10XXX, 800 numbers, etc. For these reasons, the public convenience and necessity will not be impaired by the discontinuance of these services.

ACN, through its underlying ILECs, will continue to provide Sent Paid Calls (e.g., direct dial assistance), and Emergency Call Assistance.

5. *Brief Description of Dates and Methods of Notice to All Affected Customers:*

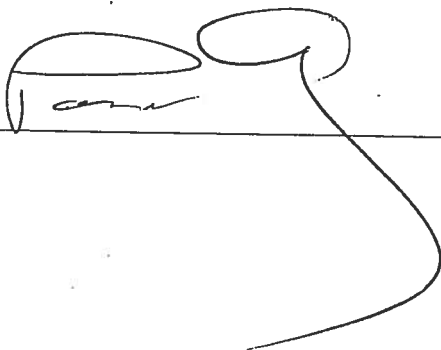
The Applicant has provided written customer notice of the planned discontinuance in accordance with the requirements of section 63.71 (a) of the Commission's Rules. Notice was provided via U.S. Mail sent to affected customers on April 20, 2016. The customer notice is attached hereto as Exhibit A.

Notice has been sent to the each of the affected state regulatory commissions, state governors' offices and the Department of Defense, as required under Section 63.71, concurrent with this filing. A service list is provided in Exhibit B.

**Conclusion**

ACN Communication Services, LLC respectfully requests that the Commission approve its Section 63.71 Application to discontinue the Operator Services described herein. Pursuant to Section 214 (a) of the Communication Act of 1934, as amended, and 47 C.F.R. §63.71, ACN understands that this application will be automatically granted on the 31<sup>st</sup> day after the Public Notice is released, with no Commission notification to the Company, unless the Commission has notified the Company that the grant will not be automatically effective.

Dated this 21 day of April, 2016.

By:  \_\_\_\_\_

Sharon Thomas, Consultant to  
ACN Communication Services, LLC  
Technologies Management, Inc.  
2600 Maitland Center Parkway, Suite 300  
Maitland, FL 32751  
Telephone: 407-740-3031  
Facsimile: 407-740-0613  
E-Mail: [stthomas@tninc.com](mailto:stthomas@tninc.com)

**Exhibit A**

Text of Customer Notice

Pending applicable regulatory approvals, on or after June 4, 2016, ACN Communication Services, LLC,<sup>1</sup> ("ACN") will no longer offer the following operator services: Person-to-Person calls, calls Billed to Third Party, Collect Calling, Busy Line Verification/Interruption Service, and International Directory Assistance.

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the §63.71 Application of ACN Communication Services, LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

ACN Customer Care can be reached at 1-877-226-1010.

Thank you,

ACN Communication Services, LLC  
1000 Progress Place  
Concord, NC 28025-2449

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<sup>1</sup> ACN currently operates as ACN Communication Services, Inc. in the states of Tennessee, New York and New Jersey.

**Exhibit B**

**Service List**



## Governors Service List

Governor of Alabama  
State Capitol  
600 Dexter Avenue  
Montgomery, AL 36130

Governor of Arkansas  
State Capitol Building  
Little Rock, AR 72201

Governor of California  
State Capitol Building  
Sacramento, CA 95814

Governor of Florida  
The Capitol  
Tallahassee, FL 32399-0001

Governor of Georgia  
State Capitol, Room 111  
Atlanta, GA 30334

Governor of Illinois  
207 State House  
Springfield, IL 62706

Governor of Indiana  
State Capitol Building  
Indianapolis, IN 46204

Governor of Kansas  
State Capitol, Second Floor  
Topeka, KS 6612

Governor of Kentucky  
700 Capitol Ave.  
Frankfurt, KY 40601

Governor of Louisiana  
PO Box 94004  
Baton Rouge, LA 70804

Governor of Michigan  
PO Box 30013  
Lansing, MI 48909

Governor of Mississippi  
PO Box 139  
Jackson, MS 39205

Governor of Missouri  
Missouri Capitol Bldg, Rm 216  
Jefferson City, MO 65102-0720

Governor of Nevada  
101 N. Carson Street  
Carson City, NV 89701

Governor of North Carolina  
116 West Jones St.  
Raleigh, NC 27603

Governor of Ohio  
77 South High St., 30th Floor  
Columbus, OH 43215

Governor of Oklahoma  
State Capitol Building, Room 212  
Oklahoma City, OK 73105

Governor of South Carolina  
PO Box 11829  
Columbia, SC 29211

Governor of Tennessee  
State Capitol Building  
Nashville, TN 37243-0001

Governor of Texas  
PO Box 12428  
Austin, TX 78711-2428

Governor of Wisconsin  
PO Box 7863  
Madison, WI 53707

Public Service / Utility Commission Service List

Walter L. Thomas, Jr., Secretary  
Alabama Public Service Commission  
100 N. Union Street, Suite 850  
Montgomery, AL 36130

Mr. Brian Ray, Executive Secretary  
Mississippi Public Service Commission  
Woolfolk Building  
501 North West Street, Suite 201A  
Jackson, MS 39201

Michael Sappington, Commission Secretary  
Arkansas Public Service Commission  
1000 Center Street  
Little Rock, AR 72203

Mr. Stephen Reed, Executive Secretary & Gen. Counsel  
Missouri Public Service Commission  
Office of the Public Counsel  
200 Madison Street, Suite 650  
Jefferson City, MO 65102-0360

Telecommunications Division  
California Public Utilities Commission  
Telecommunications Division  
505 Van Ness Avenue, 3rd Floor  
San Francisco, CA 94102

Ms. Breanne Potter, Assistant Secretary  
Public Utilities Commission of Nevada  
1150 E. William Street  
Carson City, NV 89701-3109

Ms. Carlotta S. Stauffer, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Ms. Gail Mount, Chief Clerk  
North Carolina Utilities Commission  
4325 Mail Service Center  
Raleigh, NC 27699-4325

Mr. Reece McAlister, Executive Secretary  
Georgia Public Service Commission  
244 Washington Street SW  
Atlanta, GA 30334-5701

Ms. Betty McCauley, Commission Secretary  
Public Utilities Commission of Ohio  
180 East Broad Street, 13th Floor  
Columbus, OH 43215-3793

Ms. Elizabeth A. Rolando, Chief Clerk  
Illinois Commerce Commission  
27 East Capitol Avenue  
Springfield, IL 62701

Director of PUD  
Oklahoma Corporation Commission  
Public Utilities Division, Room 103  
2101 N. Lincoln Avenue  
Oklahoma City, OK 73105

Ms. Brittany Webb, Tariff Administrator  
Indiana Utility Regulatory Commission  
101 West Washington Street  
Suite 1500 East  
Indianapolis, IN 46204

Ms. Joycelyn Boyd, Chief Clerk & Administrator  
South Carolina Public Service Commission  
101 Executive Center Drive, Suite 100  
Columbia, SC 29210

Ms. Amy L. Green, Secretary  
Kansas Corporation Commission  
1500 SW Arrowhead Road  
Topeka, KS 66604-4027

Ms. Sharla Dillon  
Tennessee Regulatory Authority  
Attn: Utilities Division  
502 Deaderick Street, 4th Floor  
Nashville, TN 37243

Mr. Jeff Derouen  
Kentucky Public Service Commission  
211 Sower Blvd.  
Frankfort, KY 40602-0615

Central Records Clerk  
Public Utility Commission of Texas  
Central Records Division  
1701 N. Congress Avenue  
Austin, TX 78711-3326

## Public Service / Utility Commission Service List

Ms. Eva Kahao Gonzalez, Secretary  
Louisiana Public Service Commission  
Galvez Building  
602 North 5th Street, 12th Floor  
Baton Rouge, LA 70802

Ms. Sandy Paske, Commission Secretary  
Wisconsin Public Service Commission  
610 N. Whitney Way  
Madison, WI 53705-2729

Ms. Robin Ancona, Director, Telecommunications  
Michigan Public Service Commission  
7109 W. Saginaw Highway  
Lansing, Michigan 48917-1120

**CERTIFICATE OF SERVICE**

STATE OF FLORIDA        )

COUNTY OF ORANGE       )

On this date, April 22, 2016, Notice of the foregoing Section 63.71 Application has been sent by U.S.  
Mail postage prepaid to the service list contained in Exhibit B.

/s/Keith Rice

For Shipping Department  
Technologies Management, Inc.